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Dee May
Director, Federal Regulatory Affairs

EX PARTE OR LATE FILED

Bell Atlantic

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW Room 222
Washington, DC 20554

Re: Implementation of the Local Competition Provisions in the Telecommunications Act of 1997-RM 9101

Dear Mr. Caton,

Please find attached a written ex parte by Bell Atlantic that addresses the most recent ex parte filed by the ALTS in the above proceeding. Feel free to contact me if you have any questions.

Sincerely,

Dee May

Attachment

cc: Mr. Alex Belinfante
Mr. Jake Jennings
Ms. Wendy Lader
Ms. Radhika Karmarkar
Ms. Carol Mattey
Mr. Richard Metzger
Mr. Brent Olson
Ms. Florence Setzer
Mr. Don Stockdale
Mr. Richard Welch

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Attachment

BELL ATLANTIC RESPONSE TO
ALTS SERVICE QUALITY MEASUREMENTS
VERSION 1.0

ALTS's most recent ex parte sets forth a number of measures – in addition to those contained in the LCUG Service Quality Measurements document – that ALTS says should be captured to "supplement those measurement categories that are of special interest to ALTS Membership," because "its CLEC membership may have somewhat different needs" from LCUG's membership. (p. 3) The measurements Bell Atlantic committed to provide in connection with the review of its merger with the former NYNEX already address many of the additional functions ALTS seeks to measure.[1] Other measurements demanded by ALTS make no sense in the context of the way service is provided to competing carriers, or simply are impossible to perform. As such, no additional measures are needed.

I. Bell Atlantic Already Reports The Network Performance And Additional Ordering And Provisioning Measurements Demanded By ALTS.

A. Network Performance

In the quarterly performance reports which Bell Atlantic provides to the FCC, it reports the percent of dedicated final trunk groups (trunks carrying local traffic from a Bell Atlantic access tandem to the CLEC's switch) that exceed the applicable design blocking threshold. Bell Atlantic also reports the percent of common final trunk groups (trunks carrying traffic between Bell Atlantic end offices and Bell Atlantic access

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[1] As Bell Atlantic explained in its written ex parte filed November 20, 1997, it committed in the merger proceeding that it will make available to CLECs service performance measurements that address virtually all of the Service Quality Measurement (SQM) functions specified in the LCUG document. Letter from Dee May to William F. Caton, Acting Secretary, filed November 20, 1997.

tandems, including local traffic to Bell Atlantic customers and CLEC customers) that exceed the design blocking threshold. Bell Atlantic therefore already reports ALTS's requested Network Performance measurements.[2]

B. Ordering and Provisioning

Among the Ordering and Provisioning measurements reported by Bell Atlantic are measurements for percent of missed installation appointments for Resale services (POTS and Specials), unbundled network elements (POTS and Specials), and interconnection trunks, along with the corresponding retail measurements. These measurements report the percent of orders for each category of service that were not installed by the committed due date, and are the complement of the measurements ALTS seeks (that is, 100 minus the percent of missed installation appointments equals the percent due dates met).

In Bell Atlantic, if a CLEC selects the next available due date from the pre-ordering OSS (or the standard or negotiated interval for the service categories where those are applicable), and submits the order promptly, Bell Atlantic will honor that due date as the committed due date against which performance is measured.[3] Accordingly,

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[2] Notably, ALTS demands that ILECs monitor "from the CLEC to the ILEC end office . . ." (p. 16, emphasis added) Bell Atlantic can only monitor blocking from switches it controls; it has no ability to monitor blocking from the CLEC switch to Bell Atlantic's switches. Only the CLEC can do that. The CLEC is responsible for monitoring these trunk groups, for determining when additional trunks are required, and for ordering additional trunks or for providing them itself.

[3] CLECs may, of course, choose due dates that are longer than those listed. Bell Atlantic does have procedures and criteria for expediting service delivery dates (e.g., for situations involving medical needs) that apply to CLECs and to its own retail operations, but a CLEC may not arbitrarily select a shorter due date than what is offered through the pre-ordering OSS (and, therefore, to Bell Atlantic's retail customers as well) without going through the necessary procedures to expedite, any more than Bell Atlantic's own retail representatives can do. Finally, a CLEC cannot sit on an order for several days

Bell Atlantic's performance reports include the information ALTS seeks through this measure.

Bell Atlantic also reports Average Completion Interval and Percent Missed Installation Appointment for unbundled network element orders – separately for those requiring a dispatch and for those not requiring a dispatch. In reporting these measurements, Bell Atlantic includes Interim number portability orders in the no-dispatch unbundled network element measurement. This ensures that CLECs have the appropriate information based on the manner in which they operate.

For example, where a CLEC orders unbundled loops with interim number portability – requiring a coordinated cut-over – the order is not counted as complete until all aspects of the order, including porting the number, have been completed. Therefore, the completion interval measurement includes the necessary coordination.[4]

On the other hand, a number of CLECs operating in Bell Atlantic's region provide service over their own facilities. Those CLECs order interim number portability from

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before submitting it and expect a stale due date that was assigned days earlier still to be valid.

[4] Breaking the report down to additional levels of detail, as ALTS requests, would not serve a useful purpose. Bell Atlantic has negotiated time frames for coordinated cut-overs in a number of interconnection agreements. These time frames vary from agreement to agreement, and some agreements contain no time frame at all. Accordingly, reporting the percent of "INP Coordinated Orders with Disconnection, Loop Provisioning, and NP done within 5 minutes of Each Other," as ALTS demands, would not reflect whether Bell Atlantic had met its contractual obligations. Moreover, the essence of a coordinated cut-over is that both the CLEC and Bell Atlantic have responsibilities to ensure that the cut-over occurs in a timely manner. On a number of occasions, Bell Atlantic has been delayed in completing its work because the CLEC has not been ready on time, or has made a mistake. As a result, measuring whether Bell Atlantic has completed a cut-over within five minutes ignores the CLEC's responsibility.

Bell Atlantic but do not require any coordination with a loop conversion. In such cases, the measurements for unbundled network element - no dispatch (both average interval and percent missed installation appointments) reflect Bell Atlantic's performance on all interim number portability orders. Accordingly, Bell Atlantic already reports measurements that provide the information ALTS seeks.[5]

II. ALTS's Proposed Emergency Services and Collocation Measurements Reflect A Serious Misunderstanding Of How Each Works And Therefore Make No Sense.

A. Emergency Services

The proper functioning of 911/E911 systems is a joint responsibility of local service providers and state or local governments. Bell Atlantic takes its responsibility very seriously. Resale orders and Bell Atlantic retail orders that involve updates to the 911 database are handled on a first-come, first served basis – the orders flow through the same systems and processes and, with respect to 911 processing, are treated the same. As a result, there is no way to measure separately the timeliness or accuracy of resale orders and retail orders.

For CLECs that provide local service using unbundled network elements in New York and New England,[6] Bell Atlantic updates to the 911/E911 database are handled like

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[5] In any event, the advent of long-term local number portability (which is now available in areas of New York and Maryland, and will be available for the overwhelming majority of lines in the Bell Atlantic region by the end of the year) does away with the need for any specific interim number portability measure. Where existing measures already provide the CLECs with the information they need, it makes no sense to require Bell Atlantic to spend the time and resources to develop a specialized measure which would be, at best, short-lived.

[6] The New England states are Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

resale orders – that is, the information flows from the service order through the same systems and processes (including the same edits) as retail orders do. For CLECs that provide local service using unbundled elements in the mid-Atlantic states,[7] Bell Atlantic provides an electronic interface to the 911 database through which the CLEC inputs its own customer information. In that case, the timeliness and accuracy of database entries are within the CLEC's control.

Bell Atlantic reports five trunk provisioning measurements: average offered interval; average completed interval; percent missed appointments; percent missed appointments due to lack of facilities; and percent installation troubles within 30 days. Provisioning of 911/E911 trunks is included in these measurements. It would make no sense to try to measure 911/E911 trunks separately because the quantities are very small and the orders are sporadic. As a result, any reports would contain too few measurements to be statistically reliable.

ALTS's demands that ILECs measure blockage on 911/E911 trunks and "MSAG System Availability" reflect a serious misunderstanding of how the 911 system functions, and therefore should be rejected. 911/E911 trunks connect the CLEC's switch with the 911 tandem. It is the CLEC, therefore, that is in a position to measure blockage on those

[7] The mid-Atlantic states are Delaware, Maryland, New Jersey, Pennsylvania, Virginia, Washington, D.C. and West Virginia.

trunks. Moreover, it is the CLEC's responsibility to determine when to add trunks, and how many additional trunks are needed to alleviate blockage. Bell Atlantic has no ability to measure blockage on these trunks.

ALTS's request for Percent MSAG System Availability appears to assume that there is some electronic interface to the MSAG database that allows access on a query basis. This is not true. Bell Atlantic's interconnection agreements provide that, where the CLEC has approval from the appropriate state or local governmental authority, Bell Atlantic will provide copies of the MSAG on disk or magnetic tape – there is no electronic interface whose availability can be measured. As a result, ALTS's proposed measurement makes no sense.

B. Collocation

ALTS proposes several measures for Physical and Virtual Collocation Commitments Met. These measures ignore the CLEC's responsibility to ensure timely completion of collocation arrangements and the many variables within a CLEC's control. Therefore, ALTS's proposed collocation measures should be rejected.

Collocation arrangements – whether physical or virtual – can vary tremendously in size and complexity depending on the CLEC's desires. In addition, the timely completion of collocation arrangements depends significantly on CLEC actions, such as delivery of transmission equipment and installation of fiber optic cables. CLECs have the option of contracting directly with a Bell Atlantic-approved vendor for engineering and installation of equipment for a virtual collocation arrangement, giving CLECs extensive control over the interval in which the arrangement is completed. Finally, on a number of occasions, Bell Atlantic has had collocation orders cancelled or put on hold by

the CLEC after Bell Atlantic has expended considerable time and effort working to complete the arrangements. Given the variations involved and the joint responsibility on the part of CLECs, it makes no sense to adopt measurements that focus solely on Bell Atlantic's performance.[8]

CONCLUSION

Bell Atlantic already reports measurements covering several of ALTS's proposed additional measures. The remaining proposed measurements make no sense, either because they do not reflect the way service is provided or because they would hold Bell Atlantic responsible for performance that is beyond its control. Accordingly, the Commission should not impose any additional measurements on Bell Atlantic.

[8] In any event, collocation – both physical and virtual – is provided for in tariffs and in interconnection agreements, giving CLECs appropriate recourse if Bell Atlantic fails to meet its obligations.